



INDIANA
WORKFORCE
DEVELOPMENT

TO: State Workforce Innovation Council Chairperson
Marion County Workforce Investment Board Chairperson and Director
Regional Workforce Board Chairpersons
Regional Operators
Directors of Operations for Northern and Southern Indiana

FROM: Teresa L. Voors *TV*
Commissioner, Indiana Department of Workforce Development

THROUGH: Mary E. Johnson, Human Resources Director *mg*

DATE: April 4, 2008

SUBJECT: DWD Policy 2007-31
Equal Opportunity Monitoring for the Workforce Investment Act (WIA) Title I

Purpose: To transmit the procedures for equal opportunity monitoring under Workforce Investment Act

Rescission: DWD Policy 2005-14, April 10, 2006

Content

One of the requirements of the State's Methods of Administration (MOA), as required by regulations at 29 Code of Federal Regulations § 37.54, is for the state to have in place a system for periodic monitoring of recipients for compliance with WIA Section 188. The attached procedures reiterate this requirement and will be included as part of this state's documentation of assurances to the United States Department of Labor/Civil Rights Center.

Effective Date: Upon Receipt

Review Date: September 1, 2009

Ownership

Human Resources
Indiana Department of Workforce Development
10 North Senate Avenue, Room SE115
Indianapolis, Indiana 46204

Action

The Workforce Investment Board Director and Regional Operators are to ensure that the attached procedures are communicated to all affected parties. A copy of the attached Equal Opportunity Monitoring Guide Questionnaire should be completed and sent to the State Equal Opportunity Officer by **May 31 of each year**. Questions regarding this policy should be directed to Angela Roosa, State Equal Opportunity (EO) Officer, Indiana Department of Workforce Development, Human Resources, 10 North Senate, Room SE115, Indianapolis, IN 46204, telephone (317) 232-7475 or by e-mail at ARoosa@dwd.IN.gov.

Attachments: Equal Opportunity Monitoring for WIA Financially Assisted Programs
Equal Opportunity Monitoring Guide Questionnaire

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EQUAL OPPORTUNITY MONITORING FOR
WORKFORCE INVESTMENT ACT (WIA)
FINANCIALLY ASSISTED PROGRAMS

REQUIREMENT

One of the most important requirements in the State's Methods of Administration (MOA) is the responsibility to monitor the equal opportunity activities of a recipient to ensure compliance with civil rights laws enforced by DOL/Civil Rights Center (CRC). To meet this requirement, the Indiana Department of Workforce Development (DWD) has established the following procedures for monitoring compliance with the nondiscrimination provisions of Title I of WIA.

PURPOSE

The purposes of an Equal Opportunity (EO) Monitoring Review ensure that:

- Commitments made by the recipient are being kept;
- Technical requirements, such as displaying CRC's EO poster, have been met;
- There is equal access and treatment during training and/or employment in WIA financially assisted programs;
- None of the recipient's training or employment practices are discriminatory; and
- Any needed training/technical assistance to the recipient is provided.

The CRC has strongly recommended that EO monitoring be conducted in coordination with the program monitoring, as resources permit. The DWD Program Monitors will continue to include in their monitoring a review of EO policies, notice requirements and complaint procedures. The State EO Officer shall target a recipient for review based on any of the following:

- The review and analysis of data output reports;
- Request(s) for technical assistance;
- Complaint Records;
- Reports from Program Monitors or other interested parties; or
- Demographics and geography.

PROCEDURE

The EO Monitoring will consist of a desk review, an onsite review and a post review report.

A. Desk reviews

The desk review will involve an analysis of data output reports. These reports shall be obtained from the case management and job matching system. The analysis of data is for purposes of comparing how protected groups are treated in comparison with other groups in the programs and activities funded under WIA Title I. If the analysis of data reveals disparities in services rendered, an onsite review will be scheduled.

EQUAL OPPORTUNITY MONITORING FOR WORKFORCE INVESTMENT ACT (WIA)
FINANCIALLY ASSISTED PROGRAMS (continued)

B. Onsite Reviews

The onsite review shall examine problem areas revealed by the desk review. For example, if the desk review revealed significant difference in the rate of enrollments for one group over another group into a particular training program, that disparity will be investigated onsite by the observation of activities, the interview of staff and participants, and by a review of applicable documentation.

C. Post Review Report

A post review report will be issued to the recipient within thirty (30) days of the exit conference. This report will recognize positive performance and practices where they exist, set forth issues that must be resolved, describe findings of noncompliance in a concise and specific manner, and state specific corrective action to be required, including deadlines for completion. Corrective actions are defined as those activities undertaken by the recipient in response to equal opportunity deficiencies discovered by the EO Reviewer. Deficiencies fall into two categories:

1. Deficiencies that do not involve discrimination, called technical deficiencies, e.g., failure to post required posters.
2. Deficiencies involving discrimination, e.g., disparate treatment in the referral of applicants.

DWD will work with recipients to ensure that corrective actions can be achieved. Where violations of WIA Section 188 are found and voluntary compliance has not been achieved, DWD may implement appropriate sanction procedures.

**EQUAL OPPORTUNITY
MONITORING GUIDE
QUESTIONNAIRE**

ASSURANCES

	YES	NO	COMMENTS
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| 1. Is the recipient aware of its obligation to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1975, and Section 188 of the Workforce Investment Act? | | | |
| 2. Do you wish to receive a summary of the civil rights laws which affect DOL financially assisted programs? | | | |
| 3. Does the required assurance language at 29 C.F.R. § 37.20, or a reference to it, appear on all grant applications, agreements and contracts? | | | |
| 4. Are copies of current EO policies made accessible to staff? | | | |
| 5. Are EO policies communicated in a format appropriate for staff with hearing and/or visual impairments? | | | |

EQUAL OPPORTUNITY OFFICER

- | | | | |
|--|--|--|--|
| 1. Has the recipient communicated the identity of the recipient's designated EO Officer to all sub-recipients/staff in their workforce region? | | | |
| 2. Does each office in the workforce region have staff available to assist with EO responsibilities? | | | |
| 3. Is the person's identity known to all staff persons in the office? | | | |

RECORD KEEPING

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|--|--|--|--|
| 1. Does the recipient maintain a log of complaints and submit a copy of the log to DWD on a quarterly basis? | | | |
| 2. Are complaints of discrimination retained for a period of no less than three (3) years after resolution? | | | |

RECORD KEEPING (continued)**YES****NO****COMMENTS**

3. Are complaint files maintained confidentially and by some systematic method, e.g., alphabetically or numerically by date filed? Please state the method in the comments section.
4. Do complaint files include the following: a copy of the written complaint, a record of contacts made and information obtained during an investigation, and related correspondence?
5. Are beneficiary/participant files free of subjective and/or inappropriate remarks and comments?
6. Are beneficiary/participant files retained for at least three (3) years after close of the applicable program year?
7. Is data collected and retained for each beneficiary, applicant and employee as required by 29 C.F.R. § 37.37?

STRUCTURAL ACCESSIBILITY**(Applicable to each office in the recipient's LWSA)**

1. Is there designated parking with signage available for disabled individuals?
2. Is there a designated restroom for the disabled with appropriate signage?
3. Is there at least one wheelchair-accessible entrance/exit?
4. If there are public telephones available, are accommodations provided for hearing impaired individuals, e.g., TDD/TYY?
5. Are all services/activities provided in a facility that is accessible to disabled persons? If not, what accommodations are made?

STRUCTURAL ACCESSIBILITY (continued)**YES****NO****COMMENTS**

6. Has an Americans with Disabilities Act (ADA) self-evaluation survey been recently conducted on all facilities where services/activities are provided to the public?
7. Have corrective actions been taken to correct any deficiencies noted in the self-evaluation survey? If not, please explain.

PROGRAM ACCESSIBILITY

1. How is information provided to limited English speaking individuals?
2. Does the recipient have a procedure for providing auxiliary aids and services when requested by a client? Please provide a copy of the same.
3. Does the recipient have a procedure for providing reasonable accommodation as requested? Please provide a copy.
4. Are programs/activities provided in the most integrated setting?

EO POSTERS AND NOTIFICATION

1. Is the "Equal Opportunity is the Law" notice posted prominently in all offices?
2. Where paper files are maintained is the notice included in the participant's files?
3. Is the EO Notice provided in alternate formats and languages where required?
4. Is the EO Tagline included on all brochures and pamphlets as required?
5. If a phone number is provided on the pamphlets, etc., is there a TDD/ TYY number?

COMPLAINT PROCEDURES

YES

NO

COMMENTS

1. Have all staff, applicants and beneficiaries been advised of the recipient's policy on filing complaints of discrimination?
2. Are all complaints of discrimination entered into the complaint log?
3. Are complaints of discrimination responded to in a most expedient manner?
4. Are there procedures in place for assisting limited English speaking individuals, or others requiring assistance, in filing complaints of discrimination?

COMMUNITY RELATIONS

1. Have community-based organizations and public interest groups been advised of the recipient's obligations to equal opportunity?
2. If, not, what assistance does the recipient require of the State EO Officer in meeting this requirement?